

Cook Composites and Polymers Co. (CCP)

2002 Community Survey Saukville, Wisconsin

Results Summary and Analysis August 2002

This is the second CCP Saukville community survey; the first was undertaken two years ago. The survey was designed to help the company respond to community concerns and identify trends relating to CCP environmental performance and programs. The 2002 survey contained a mix of both repeat questions from the 2000 survey and new questions relating to CCP outreach efforts over the last two years. It was mailed to 201 individuals, businesses and organizations, mostly in the Saukville area. The mailing list was compiled from an existing CCP list of neighbors, local officials and others and a drive-by reconnaissance survey of Saukville. Fifty completed surveys were received, for a 25% return rate. (For Comparison, in 2000 we received 43 completed surveys for a 31% return rate.)

Presented below is a list of key results, followed by a question-by-question summary of results, including analysis and comparison with 2000 survey results where appropriate. Note that row or column totals don't always add to 100% due to some respondents indicating they don't know or not answering the question, or due to rounding error. At the end is a set of recommendations based on survey results and analysis.

Key Results

- 54% of respondents think that “CCP is a good environmental citizen,” 32% think “CCP’s environmental performance is OK but it could improve,” 6% chose the statement “CCP has a poor environmental record” and 2% think that “pollution from CCP is a major threat to public health and the environment.”
- 84% indicated that the CCP Saukville facility is being run cleaner, 6% indicated that the facility is being run less clean and 2% indicated that it’s being run about the same as before CCP owned it.
- 32% don’t notice any odors coming from the plant, 52% can detect a slight odor, 8% think odors are common, 8% think that odors are both common and annoying and none indicated that odors are either constant or constant and overpowering
- 56% percent said they know who to call about an odor or other problem at CCP. 28% have contacted CCP about an odor or other problem. Of these, 80% said that CCP’s response to complaints has improved over the last several years.
- 80% believe that CCP’s environmental performance is similar to or better than that of other Saukville businesses. 66% believe that CCP’s performance is similar to or better than other chemical companies across the country.
- The most popular information sharing technique is a newsletter, followed by publicizing CCP’s phone number, summaries of advisory committee meetings and an annual public meeting.
- 40% reported receiving the newsletter, 30% indicated that they had not received it and 26% couldn’t remember. Of those who reported receiving the newsletter, all said they read it and 95% indicated that the information was useful.
- 24% were aware of the CCP information depository at the Saukville Library and only one person reported actually using the repository.
- 54% knew about the Community Advisory Committee. Among those who knew about the committee, 63% reported knowing someone on the committee.
- 70% think CCP is doing everything possible to protect the health and well-being of Saukville residents and 18% do not.

Question-by-Question Summary of Results

1. Do you know where the CCP facility is located in Saukville?

All 50 respondents indicated that they knew where CCP is located. Similarly, in 2000, only 2 of the 57 respondents indicated that they did not know which street CCP is on.

2. How long have you lived in the Saukville area?

Similar to the 2000 survey results, most of the respondents have lived or worked in the Saukville area for a long time. The mean response was 25.3 years, compared to 26.5 years for the 2000 survey. Responses ranged from 2 to 59.5 years, compared to 0 to 74 years for the 2000 survey. In analyzing the 2000 results, we attempted to gauge whether those who have lived in the area longer have different views and concerns relating to CCP. We did this by comparing responses to some of the survey questions for those who have lived here ten or fewer years with those who have lived here 11 or more years, corresponding to the 10 years that CCP had owned the Saukville facility.

We will attempt a similar analysis here, adjusting the categories to 12 or fewer years and 13 or more years to reflect the two years that have passed since the last survey. For the 2002 survey, 32% or 15 respondents indicated they have been in the Saukville area 12 or fewer years while 68% or 32 respondents have been here 13 or more years.

3. How far are you from the CCP facility (both home and work)?

Answers to this question were reported in feet, blocks and miles as well as with terms such as “adjacent,” “across the street,” “property abuts” and “backyard.” As with the 2000 survey results, responses to certain survey questions will be grouped based on those reporting living or working close to the CCP facility (within a block or less than 500 feet), those located in the general neighborhood (more than a block up to ½ mile) and those more than 1/2 mile away. In 2002, 29% or 14 respondents were located close to CCP, 43% or 21 respondents indicated living or working in the general neighborhood and 29% or 14 respondents indicated living or working further away. Responses to several other survey questions will be evaluated in terms of how far away respondents live or work from the CCP facility.

4. Do you know a friend, relative or neighbor who works for CCP?

For the 2002 survey, 54% or 27 respondents said they know a friend or relative who works at CCP and 44% or 22 respondents did not. In 2000, 65% indicated that they know someone who works at the CCP facility and 35% did not. Responses to several other survey questions will be grouped and compared based upon whether or not respondents know someone who works at CCP.

5. Which of the following best describes your general impression about the efforts of CCP’s Saukville facility to protect the environment?

Respondents were given four descriptions that describe CCP’s environmental performance and were asked to choose one. The 2002 results indicate that 54% of all respondents think that “CCP is a good environmental citizen,” 32% think “CCP’s environmental performance is OK but it could improve,” 6% chose the statement “CCP has a poor environmental record” and 2% think that “pollution from CCP is a major threat to public health and the environment.” Overall, 86% had a generally positive impression of CCP’s environmental performance and 10% had a generally negative impression. This is almost the same

as in 2000, although more people now think that CCP is a good environmental citizen and fewer think of CCP as a major health and environmental threat.

Similar to the 2000 survey, in 2002--

- those who have lived in the Saukville area a shorter time (12 years or less) think that CCP's environmental performance, in general, is better than those who have lived here a longer time;
- the general impression of CCP by those who live a block or less from the CCP facility is not as favorable as those who live in the general neighborhood or further away; and
- people who know CCP employees tend to rate CCP's performance better than those who don't know any employees.

Table 1 summarizes the survey results for this question for all respondents(1), based on living or working 12 or less years in the Saukville area(2,3), based on distance respondents live or work from the CCP facility(4,5,6) and whether or not respondents know someone who works for CCP(7,8). Note that category (2) was "10 years or less" and category 3 was "11 years or more" for the 2000 survey.

**Table 1— General Impressions of CCP's Environmental Performance
2002 and 2000 Survey Results**

Respondents	Good environmental citizen	Environmental performance OK, but can improve	Poor environmental record	Major threat to public health and environment
(1) All respondents	2002--54% 2000--44%	2002--32% 2000--47%	2002--6% 2000--0	2002--4% 2000--9%
(2) Lived or worked here 12 or less years	2002--60% 2000--75%	2002--27% 2000--25%	2002--7% 2000--0	2002--0 2000--0
(3) Lived or worked here 13 or more years	2002--47% 2000--34%	2002--38% 2000--53%	2002--6% 2000--0	2002--6% 2000--12%
(4) Live or work one block or less away	2002--43% 2000--33%	2002--36% 2000--48%	2002--7% 2000--0	2002--7% 2000--19%
(5) Live or work in the neighborhood	2002--57% 2000--22%	2002--29% 2000--67%	2002--10% 2000--0	2002--0 2000--11%
(6) Live or work more than ½ mile away	2002--57% 2000--60%	2002--36% 2000--40%	2002--0 2000--0	2002--7% 2000--0
(7) Know someone who works at CCP	2002--63% 2000--53%	2002--30% 2000--47%	2002--4% 2000--0	2002--0 2000--0
(8) Don't know any one at CCP	2002--45% 2000--26%	2002--32% 2000--47%	2002--9% 2000--0	2002--9% 2000--26%

6. Compared to 12 years ago (before CCP bought it) how do you think this facility is being run—cleaner, less clean, about the same or no opinion?

Overall, 84% of respondents indicated that the CCP Saukville facility is being run cleaner, 6% indicated that the facility is being run less clean, 2% indicated that it's being run about the same as before CCP owned it and 8% indicated no opinion. This represents a slight improvement over 2000 when 72% thought the facility is being run cleaner, 12% less clean, 7% about the same and 9% had no opinion.

In 2002, those who live or work more than ½ mile away are the subgroup most apt to indicate that the facility is now run cleaner. Those who don't know any CCP employees were the subgroup most likely to indicate that the facility is run less clean than before.

Table 2 summarizes respondents' comparisons of how the plant is run now with 12 years ago for the 2002 survey.

**Table 2--Comparison to 12 Years Ago
2002 Survey Results**

Respondents	Cleaner	Less clean	About the same	No opinion
(1) All respondents	84%	6%	2%	8%
(2) Lived or worked here 12 or less years	67%	7%	0	27%
(3) Lived or worked here 13 or more years	91%	6%	3%	0
(4) Live or work one block or less away	79%	7%	7%	7%
(5) Live or work in the neighborhood	81%	10%	0	10%
(6) Live or work more than ½ mile away	93%	0	0	7%
(7) Know someone who works at CCP	89%	0	4%	7%
(8) Don't know any one working at CCP	77%	14%	0	9%

7. Which of the following best describes your impression of odors from the plant?

The 2002 results indicate that 32% of all respondents don't notice any odors coming from the plant, 52% can detect a slight odor, 8% think odors are common, 8% think that odors are both common and annoying and none indicated that odors are either constant or constant and overpowering. This shows some improvement over 2000 survey results when 22% of all respondents didn't notice any odors coming from the plant, 48% could detect a slight odor, 13% thought that odors were common, 11% thought odors are both common and annoying and 6% indicated that odors are constant and overpowering.

Observations based on this table include:

- The percentage of people who don't notice odors in 2002 does not vary much between subgroups, even though it varied significantly in 2000.
- The only subgroup that notices slight odors much more than the overall average is those who live within a block of the facility.
- The percentage of people indicating the highest levels of concern about odors (odors are common, annoying, constant and/or overpowering) decreased from 30% in 2000 to 16% in 2002. In 2002, no one indicated that odors were constant or overpowering.

Table 3 summarizes odor perceptions for both the 2002 and 2000 surveys for all respondents(1), based on living or working 12 or less years (10 years for 2000) in the Saukville area(2,3), based on distance respondents live or work from the CCP facility(4,5,6) and whether or not respondents know someone who works for CCP(7,8).

**Table 3—Odor Perceptions
2002 and 2000 Survey Results**

Respondents	Don't notice odors	Notice slight odor	Odors are common	Odors are common and annoying	Odors are constant	Odors are constant and overpowering
(1) All respondents	2002—32% 2000—22%	2002—52% 2000—48%	2002—8% 2000—13%	2002—8% 2000—11%	2002—0 2000—0	2002—0 2000—6%
(2) Lived or worked here 12 or less years	2002—27% 2000—42%	2002—53% 2000—50%	2002—13% 2000—8%	2002—7% 2000—0	2002—0 2000—0	2002—0 2000—0
(3) Lived or worked here 13 or more years	2002—34% 2000—17%	2002—50% 2000—48%	2002—6% 2000—14%	2002—9% 2000—14%	2002—0 2000—0	2000—0 2000—7%
(4) Live or work one block or less away	2002—14% 2000—23%	2002—71% 2000—32%	2002—0 2000—18%	2002—14% 2000—14%	2002—0 2000—0	2002—0 2000—14%
(5) Live or work in the neighborhood	2002—38% 2000—11%	2002—48% 2000—56%	2002—14% 2000—22%	2002—0 2000—11%	2002—0 2000—0	2002—0 2000—0
(6) Live or work more than ½ mile away	2002—36% 2000—26%	2002—43% 2000—61%	2002—7% 2000—4%	2002—14% 2000—9%	2002—0 2000—0	2002—0 2000—0
(7) Know someone who works at CCP	2002—30%	2002—56%	2002—7%	2002—7%	2002—0	2002—0
(8) Don't know anyone at CCP	2002—36%	2002—45%	2002—9%	2002—9%	2002—0	2002—0

- 8. Do you know who to call at the CCP Saukville facility about an odor or some other problem?**
Have you ever contacted the CCP Saukville facility about an odor or some other problem?
Have you seen an improvement in the response from CCP when you contacted them compared to several years ago?

Fifty-six percent of respondents said they know who to call about an odor or other problem. Twenty-eight percent indicated they have contacted CCP about an odor or other problem. Although 14 people responded that they have contacted CCP, 20 people answered the third question about response improvement from CCP! Of these, 16 indicated that CCP's response to complaints has improved over the last several years and one indicated that it has stayed at the same positive level as before.

- 9. Would you like to know more about the chemicals that are used and emitted at the CCP Saukville facility?**

- 10. Would you like to know more about the products that are made at the CCP Saukville facility?**

The 2000 survey asked whether people would like to know more about CCP's operations and the chemicals they use and 66% indicated that they would. The 2002 survey substituted questions 9 and 10 above to separately address chemicals used and produced. Table 4 summarizes the results for the two 2002 questions and the 2000 question for comparison. In general, half the 2002 respondents want more information from CCP on chemicals used and produced.

**Table 4—Information about Chemicals and Products
2002 Survey Results**

	Yes
Would like to know more about chemicals used at CCP (2002 survey)	46%
Would like to know more about CCP products (2002 survey)	50%
Would like to know more about CCP operations and chemicals used (2000 survey)	66%

- 11. Do you have any concerns about any of the following relating to the CCP facility? (Check all that apply: chemical spills, air pollution, water pollution, hazardous waste, explosions, fire hazards, other)**

This question was changed from 2000 when respondents were just asked to check those hazards they were concerned about, so the results are not quite comparable with 2002 when they were asked to indicate whether each potential hazard was a major or minor concern or not a concern at all. Responses to this question for both 2002 and 2000 are presented in Table 5.

In general, the results seem to indicate that:

- There is little difference in the levels of concern among the various potential hazards.
- Respondents are still very much concerned about these hazards, even though the answers to other questions indicate that most are generally comfortable with how CCP is addressing them.

The only other concern (identified by two respondents) was excessive noise. Comments included:

- The noise level has increased considerable, nights and days (alarm). Trucks still running on Railroad Street.
- Please get rid of that very annoying horn that blows every little while.

**Table 5—Concerns about Potential Hazards at the CCP Facility
2002 and 2000 Survey Results**

Type of Hazard	2002 Major Concern	2002 Minor Concern	2002 Not a Concern	2000 Respondents Concerned
Chemical spills	63%	29%	8%	73%
Air pollution	53%	33%	8%	73%
Water pollution	55%	31%	10%	61%
Hazardous waste	59%	24%	10%	64%
Explosions	57%	33%	6%	71%
Fire hazards	59%	33%	8%	68%

12. In my opinion, compared to other businesses and industries in the Saukville area, CCP's environmental performance is probably (better, similar, worse, no opinion).

13. In my opinion, compared to other chemical companies around the country, CCP's environmental performance is probably (better, similar, worse, no opinion).

Overall, 38% of respondents in 2002 think that CCP's environmental performance is better than other Saukville businesses, 42% think it is similar, 10% think it is worse and 8% have no opinion. In addition, 28% think CCP's environmental performance is better than other chemical companies around the country, 38% think it is similar, none think it is worse and 34% have no opinion. Table 7 compares the 2002 and 2000 survey results.

Table 6 summarizes responses to these two questions for the 2002 survey for all respondents(1), based on living or working 12 or less years (10 years for 2000) in the Saukville area(2,3) and based on distance respondents live or work from the CCP facility(4,5,6) and whether or not respondents know someone who works for CCP(7,8).

**Table 6—CCP’s Environmental Performance Compared to Other Businesses
2002 Survey Results**

Respondents	Better		Similar		Worse		No Opinion	
	Saukville Business	Chemical Companies	Saukville Business	Chemical Companies	Saukville Business	Chemical Companies	Saukville Business	Chemical Companies
(1) All respondents	38%	28%	42%	38%	10%	0	10%	34%
(2) Lived or worked here 12 or less years	27%	20%	40%	27%	7%	0	27%	53%
(3) Lived or worked here 13 or more years	41%	28%	44%	44%	13%	0	3%	28%
(4) Live or work one block or less away	36%	29%	36%	14%	21%	0	7%	57%
(5) Live or work in the neighborhood	38%	19%	43%	48%	5%	0	14%	33%
(6) Live or work more than ½ mile away	36%	36%	50%	50%	7%	0	7%	14%
(7) Know someone who works at CCP	48%	33%	37%	33%	7%	0	7%	33%
(8) Don’t know any one working at CCP	27%	23%	50%	45%	9%	0	14%	32%

**Table 7—CCP’s Environmental Performance Compared to Other Businesses
2002 and 2000 Survey Results**

Environmental Performance	Compared to Other Saukville Businesses	Compared to Other Chemical Companies
Better	2002—38% 2000—26%	2002—28% 2000—30%
Similar	2002—42% 2000—49%	2002—38% 2000—35%
Worse	2002—10% 2000—12%	2002—0 2000—5%
No opinion	2002—10% 2000—12%	2002—34% 2000—30%

Observations based on these tables include:

- Perceptions about CCP's environmental performance compared to other Saukville businesses seem to have improved slightly from 2000 to 2002. Perceptions related to other chemical companies around the country seem to be unchanged between the two surveys.
- About 1/3 of respondents feel they have no basis for comparing CCP to other chemical companies. None of those who did answer this question thought that CCP's performance was worse than that of other chemical companies.
- Those respondents who don't know any CCP employees or live a block or less away tend to think the worst of CCP's environmental performance compared to that of other Saukville businesses. Conversely, those who do know CCP employees tend to think the best of CCP's performance compared to Saukville businesses.

14. On a scale of 1 to 10, with 10 being very good and 1 being very bad, how would you rate the overall environmental performance of the CCP Saukville facility?

This question was designed to re-phrase the fifth question relating to respondents' general impression of the environmental performance of CCP. There was minimal variation in the average rating of all respondents and those of subgroups based on number of years in the area or distance from the facility. The one subgroup that varied significantly from the overall average was those who don't know any CCP employees. Ratings do not seem to be significantly different between 2002 and 2000, which is also true for question 5. Table 8 summarizes responses to this question for both 2002 and 2000.

**Table 8—Numerical Ratings of CCP's Overall Environmental Performance
2002 and 2000 Survey Results**

Respondents	2002 Average Rating	2000 Average Rating
(1) All respondents	7.5	7.1
(2) Lived or worked here 12 or less years	7.6	7.8
(3) Lived or worked here 13 or more years	7.3	7.0
(4) Live or work one block or less away	7.5	6.9
(5) Live or work in the neighborhood	7.6	7.0
(6) Live or work more than ½ mile away	7.4	7.1
(7) Know someone who works at CCP	8.0	7.5
(8) Don't know any one working at CCP	6.5	5.9

15. What are the best ways for CCP to share information with you, as well as get your ideas, about its operations and environmental performance?

By far, the most popular information sharing technique is a newsletter, followed by publicizing CCP's phone number, summaries of advisory committee meetings and an annual public meeting. Other suggestions that were made include:

- Send information on your plans for addressing an environmental accident if it does happen.
- Use your web site.
- Publicize all state and federal inspection reports.

Table 9 summarizes the responses to this question.

**Table 9—Information Sharing Techniques
2002 Survey Results**

Type of Contact	Recommended by Respondents
Invite me to an annual public meeting	32%
Send me summaries of community advisory committee meetings	38%
Mail me a newsletter	62%
Publicize CCP's phone number and encourage people to call with their concerns	46%
Other	6%
No suggestions	8%

16. Have you received the CCP *EnviroNews* newsletter in the mail?

If you received it, have you read it and was the information useful?

Forty percent reported receiving the newsletter, 30% indicated that they had not received it and 26% couldn't remember. It should be noted that the mailing list for this survey is the same mailing list for the newsletter. Of those who reported receiving the newsletter, all said they read it and 95% indicated that the information was useful.

17. Did you know that information about the CCP Saukville facility and its environmental programs is available in a notebook at the Saukville Public Library?

Have you looked at this information in the library?

Twenty-four percent of respondents were aware of the CCP information depository at the Saukville Library. Only one person reported actually using the repository. One respondent commented: "Are you serious? How many people do you really think use libraries, at best a very small percentage?"

18. Are you aware that the CCP Saukville facility has established a Community Advisory Committee that meets four times a year?

If yes, do you know anyone on the committee?

Fifty-four percent of respondents knew about the Community Advisory Committee. Among those who knew about the committee, 63% reported knowing someone on the committee. One respondent commented that "I don't think the average citizen knows too much about the advisory committee—try a newsletter article in the village newsletter."

19. Do you believe that CCP is doing everything possible to protect the health and well-being of the residents of Saukville?

If not, what else do you think CCP could do?

Overall, 70% think CCP is doing everything possible to protect the health and well-being of Saukville residents and 18% do not. The results indicate that those who live or work a block or less away or do not know any CCP employees are the least likely to be confident that CCP is doing everything they can.

Suggestions or comments for CCP included:

- Move into the village's wonderful industrial park.
- Things improve, then get bad—improve—get bad. Residents shouldn't have to complain first to get improvements.
- Get the odor problem cleared up & eliminated.
- We are concerned about products that can burn/explode with toxic results.
- Move out.
- If everything was being done we wouldn't be filling out this survey.
- How about all the times the horn goes off when there are liquid spills.
- Possibly move to the industrial park in Saukville. Although CCP has been a good neighbor. Any problems they address them immediately.

Table 10 summarizes responses to this question for the 2002 survey for all respondents(1), based on living or working 12 or less years (10 years for 2000) in the Saukville area(2,3) and based on distance respondents live or work from the CCP facility(4,5,6) and whether or not respondents know someone who works for CCP(7,8).

**Table 10—Is CCP Doing Everything Possible?
2002 Survey Results**

Respondents	Yes	No	Don't know/No Answer
(1) All respondents	70%	18%	12%
(2) Lived or worked here 12 or less years	73%	13%	13%
(3) Lived or worked here 13 or more years	66%	22%	13%
(4) Live or work one block or less away	50%	21%	29%
(5) Live or work in the neighborhood	76%	14%	10%
(6) Live or work more than ½ mile away	79%	21%	0
(7) Know someone who works at CCP	78%	15%	7%
(8) Don't know any one working at CCP	59%	23%	18%

20. Check any of the items listed below—

Add me to the *CCP EnviroNews* newsletter mailing list.

Send me advanced notice and summaries of CCP Community Advisory Committee meetings.

Send me information about possibly joining the CCP Community Advisory Committee.

Send me forms and contact information for reporting odors to CCP.

Eleven asked to be added to the newsletter mail list, eight want notice and summaries of advisory committee meetings, four want to know more about possibly joining the committee and four asked for the odor reporting forms. Although several indicated they would like to receive one or more of these types of information, many of these did not provide their mailing addresses as requested.